

October 2016

Frederick County Office for Children and Families

Home of the Frederick County Local
Management Board

Mission Statement

The Mission of the Frederick County Local Management Board is to Partner with the Community to Facilitate an Interagency System Which Results in an Environment Where Children and Families Can Thrive, Are Safe, Healthy and Responsible Citizens.

Motto

Partnering With The Community To Improve
Results for Children & Families

FY16 LMB Programs



- Healthy Families Frederick
- Health-E Kids Prenatal
- Health-E Kids Dental
- Health-E Kids Mental Health
- Frederick County After School Programs
- Children's Mobile Crisis
- Single Point of Access
- Systems Navigation Program
- Juvenile Entry and Diversion Initiative

FY 16 PROGRAM HIGHLIGHTS



HEALTHY FAMILIES FREDERICK

Mental Health Association

- Supporting children's health & ability to learn
- Free & voluntary home visiting program, 0-5
- 60 Children & families served
 - 980 Home visits completed
 - 100% Zero CPS Involvement
 - 46% Begin services prenatally
 - 98% Current on immunizations



HEALTHY FAMILIES 2016 GRADUATION



CHILDRENS MOBILE CRISIS (CMC) WAY STATION

The goal of this program includes stabilizing children in crisis by providing brief targeted in-home interventions which support recovery and divert psychiatric and/or legal out of home placements when possible.





- Provides mobile crisis services to Frederick County children and youth 24 hours per day, 365 days a year.
- Families may access services by dialing 2-1-1

- 32 Families were served in FY16
- 77% of families served indicated that the youth was able to remain in the home after the crisis team response.
- 23% of the youth who were assessed exhibited a high risk for self-harm. The CMC staff assisted these families with accessing emergency services at FMH.
- An average of 2 referrals were provided to each family in order to facilitate linkages to appropriate community-based services that could be instrumental in providing ongoing support to the youth and family

- 67% of caregivers responded to Family Satisfaction Survey.
- 100% of families that responded reported the following:
 - Rated quality of service as good or excellent
 - Indicated that the crisis responder sought to fully understand the nature of the youth and family crisis
 - Stated that they would recommend CMC to a friend in need of similar help

JUVENILE ENTRY DIVERSION INITIATIVE (JEDI)

Lead 4 Life



- ❖ The JEDI program was started in FY 2012 to prevent youth from becoming negatively involved in the juvenile justice system.
- ❖ The JEDI program primarily serves first time misdemeanor offenders as well as alleged Children In Need of Supervision (CINS).

The Juvenile Entry Diversion Initiative focuses on two core case management components:

- ❖ Diverting juvenile offenders from the Department of Juvenile Services (DJS) to community-based programs and services
- ❖ Redirecting Children In Need of Supervision (CINS) cases away from DJS to community-based programs and services.



- ❖ 100% of youth with an identified need for mental health or substance abuse treatment were successfully linked to a provider.
- ❖ 94% of families surveyed were satisfied with provided services at case closure.
- ❖ 95% of diverted cases satisfied all obligations to successfully complete the diversion program within 16 weeks.
- ❖ 347 referrals were made to community-based resources.

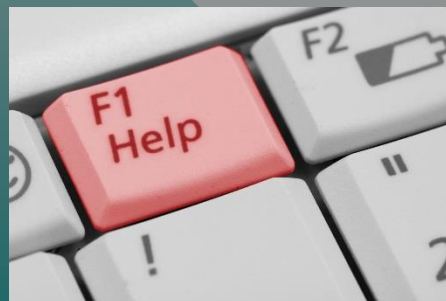




SINGLE POINT OF ACCESS

Mental Health Association of Frederick County

Service is available 24 hours per day, seven days per week. 2-1-1 is answered by trained call specialists who assess the callers' needs and link them to health and human services using a comprehensive database of federal, state and local services, both government and non-profit.



2-1-1 8,585 calls received



- 1,913 targeted referrals were made to community resources.
- 99% of callers surveyed indicated that they understood the information provided by phone counselor.
- 100% of callers surveyed indicated that the phone counselor was respectful of their family.
- 100% of callers surveyed indicated that the phone counselor was knowledgeable.
- 98% of callers surveyed reported increased confidence/competence in addressing future needs.
- 97% of calls were answered within a 1 minute response time.

- ✓ 2-1-1 calls only (all counties)- 8,575 answered (Exceeded goal: 6,150)
- ✓ 1,745 were suicide related calls (Anticipated: 1,200)
- ✓ Scheduled Follow-ups- 1,385 (Goal: 1,275)
- ✓ Completed Follow-ups- 879- 63% (Goal: 825)
- ✓ 99% of callers completing survey report feeling better after talking with the call specialist.
- ✓ Callers referred to Navigation Service - 69



SYSTEMS NAVIGATION

Mental Health Association



Service provides intensive supports, linkage and coordination for families who require assistance beyond the resource/referrals provided by the Single Point of Access. Systems Navigation services are provided to families whose child is involved with multiple child serving agencies or who has intensive behavioral, educational, developmental, and/or mental health needs. Systems Navigators provide assessment, care coordination, assistance in identifying strengths and needs, and linkages to appropriate services and supports.

- 100% of families reported an increase in their ability to advocate for the needs of their children after receiving navigation services.
- 100% of families reported that the Systems Navigator assisted them in identifying family strengths and needs.
- 100% of families reported that the Systems Navigator was effective in identifying the services appropriate to meet their family's goals.
- 100% of families reported that the Systems Navigator was effective in helping them set their own goals.
- 100% of families reported that the Systems Navigator was concerned with the well-being of their family.

Systems Navigation and the Mental Health for Kids Programs

Quotes from families on the end of service survey:

- “It doesn’t make sense that there is more help if you have medical assistance than if you don’t.”
- “I’m so thankful (the Navigator) was at the LCT meeting with us. She was a great help.”
- “The Mental Health Association was extremely helpful in getting my family heading in the right direction while we get through a difficult time. We ended up at MHA when we didn’t know where to turn.”
- “This is the most help I have ever had. I wish I had the help before. Other places did not care about my family and treated me mean. (The Navigator) understood what I needed and didn’t make me feel worthless. Thank you. I wish I heard about it before!”

Kids Mental Health Service Trends

- Increase in non-English speaking families
- Average age of children served was 11 years of age; there was a notable increase to 13 years of age in Q3 and Q4
- Average days in program was 83 days
- 70 new families served (80%) had a mental health concern; 54 were children
- 90% of families report connection to services at the time of closing survey



HEALTHY ENTRY FOR KIDS MENTAL HEALTH

MENTAL HEALTH ASSOCIATION OF FREDERICK COUNTY



The Healthy Entry for Kids Mental Health care for is children and their families who are unable to access care or who require more intensive care.

- 40 youth and their families linked to mental health services.
- 100% of families surveyed indicated satisfaction with the mental health services they received.
- 100% of families surveyed reported a decrease in stress post services.
- 100% of families surveyed reported an increase in their ability to advocate for the needs of their children post services.



HEALTHY ENTRY FOR KIDS DENTAL PROGRAM

Frederick County Health Department

The Healthy Entry for Kids Dental Program provides dental care to low-income children who are unable to access care.

- 1,012 children received dental care.
- 388 children and families received oral health presentations.
- 87% of families surveyed were satisfied with the dental services they received.



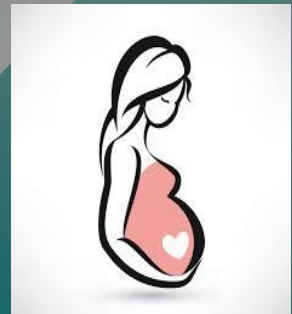
HEALTHY ENTRY FOR KIDS PRENATAL CARE

Frederick Memorial Hospital



Healthy Entry for Kids Prenatal program provides prenatal care to low-income pregnant women who would otherwise be unable to access care.

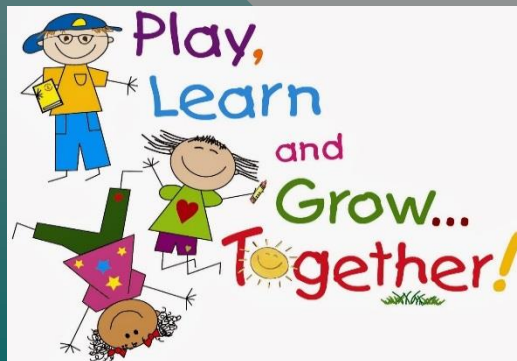
- 524 pregnant women received prenatal services
- 95% of women receiving at least eight prenatal visits through the FMH Prenatal Clinic delivered babies of healthy birth weight.
- 94% of pregnant women surveyed indicated satisfaction with the prenatal services they received.



AFTER SCHOOL PROGRAM

Boys & Girls Club of Frederick County, Inc.

- After school programs are provided to middle school students to promote positive youth development while minimizing unsupervised time. The program seeks to improve participant well-being by engaging youth in meaningful programs that assist them in becoming healthy young adults. Through collaborative efforts, youth in five prioritized middle schools participated in comprehensive programming designed to improve social, academic and legal outcomes.
- 168 youth received after school programming.

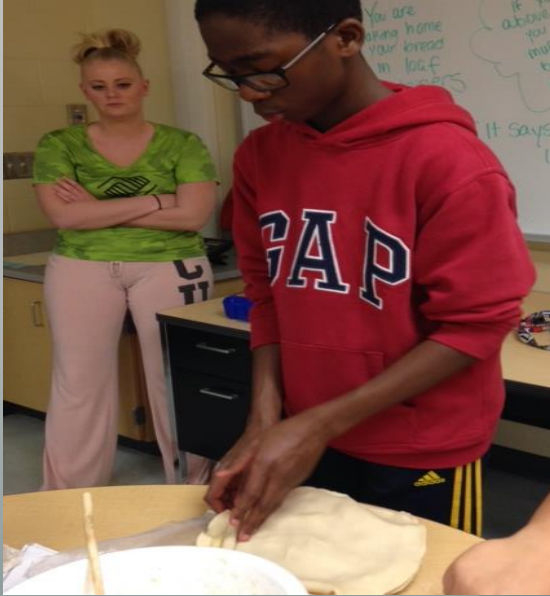


- 100% of parents indicated satisfaction with the quality of their child's after school program.
- 100% of participating youth did not experience a referral from the Department of Juvenile Services during the program period.
- 99% of participating youth did not experience a school expulsion during the program period.
- 92% of youth surveyed during the school year agreed that participating in the program helped them to stay out of trouble.
- 94% of youth surveyed during the school year agreed that participating in the program helped them to stay away from drugs.
- 15 youth served during the summer program.
- 100% of youth surveyed during the summer program agreed that participating in the program helped them have greater confidence in their academic ability.
- 100% of youth served during the summer program did not experience DJS involvement.

Thurmont Middle School - Iron Chef Competition



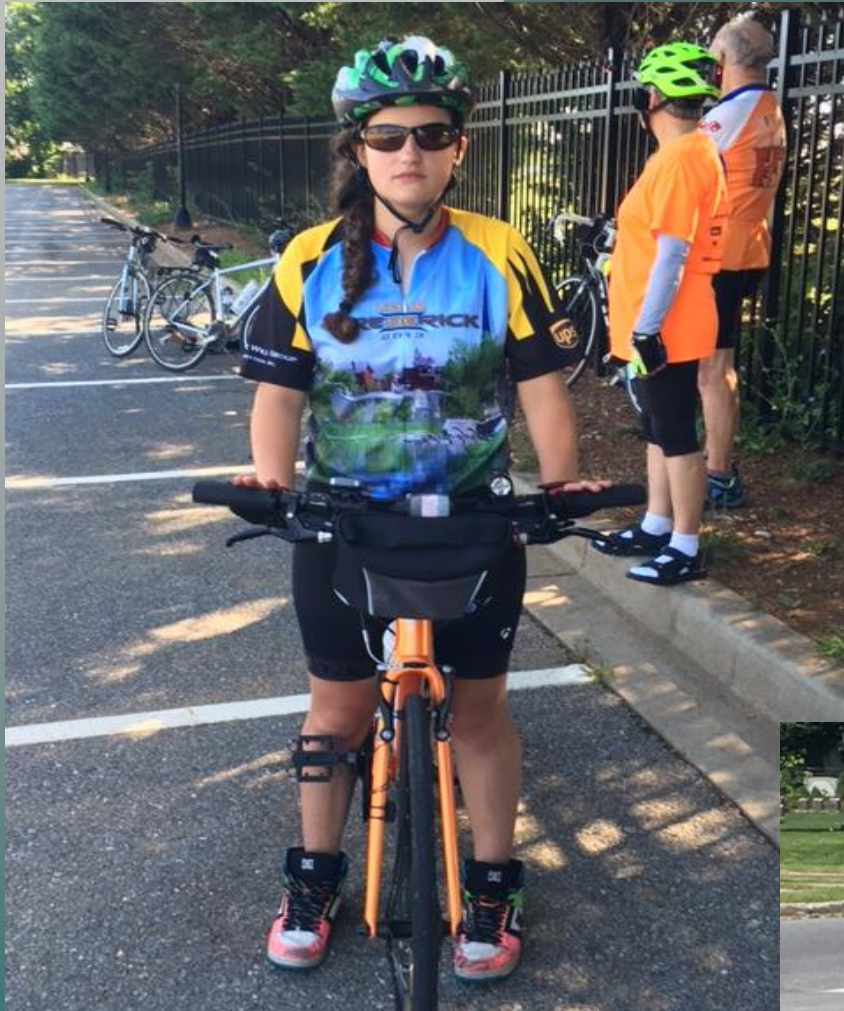
West Frederick Middle School – Baking Apple Pies



Arts and Crafts



Crestwood Middle School Bike Club



Community Service Project - Blankets for Cancer Patients



Governor Thomas Johnson
Middle School Students



Blankets Delivered to FMH



Thanks to Pat Fleet for her work and collaboration on this presentation

Thanks to our providers for their efforts to promote an environment where “Children and Families Can Thrive, Are Safe, Healthy And Can Become Responsible Citizens.”

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QUESTIONS

